

Alberta Doctors' Digest

Shine A Light: Dr. Lerose Dhanoa

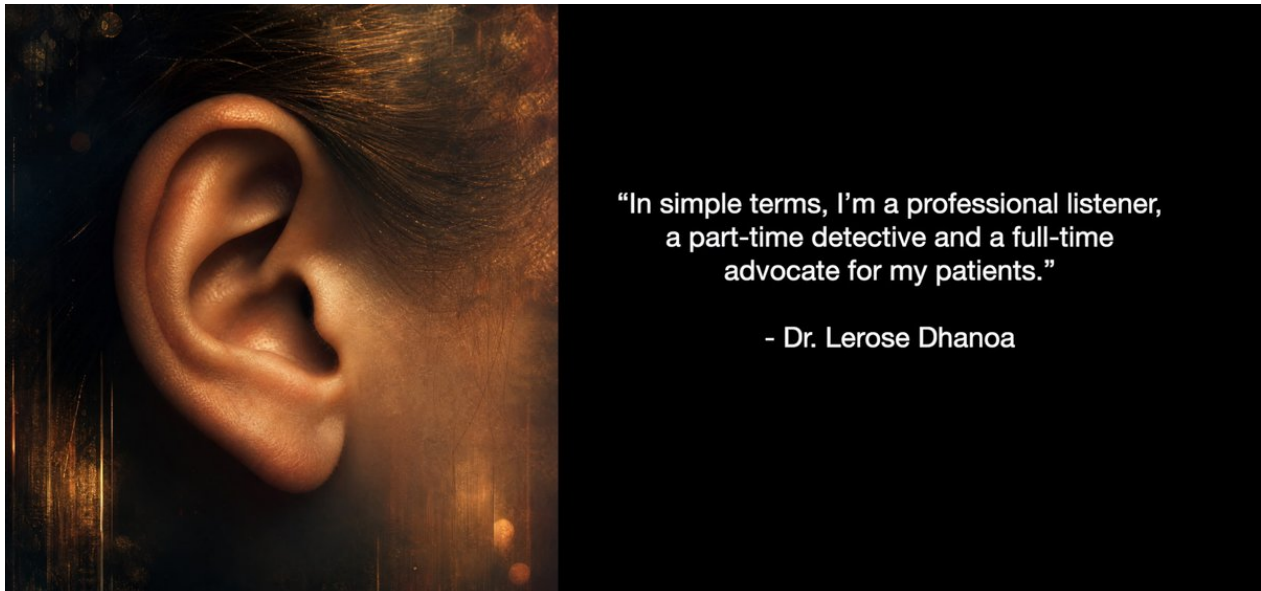
In a health care system that can often feel rushed and transactional, physicians like Dr. Lerose Dhanoa demonstrate the value of taking the time to listen. For him, medicine extends beyond diagnosing and treating to understanding people, building trust and creating space for patients to feel seen, heard and supported.

Mark, a patient of Dr. Dhanoa, nominated him for the AMA's Shine A Light program and describes him as "the most passionate, sincere, kind and pleasant person I've ever interacted with in the health care system." It is clear that Dr. Dhanoa is a physician whose care has left a lasting impression well beyond the exam room.

In his day-to-day work, Dr. Dhanoa brings curiosity, humour and compassion to every patient interaction. And many years into his practice, it is still the human side of medicine that motivates him the most.

How many years have you been practicing medicine?

"I've been at this for 15 years now. It's long enough that I've seen almost everything, yet I'm still reminded daily that the human body hasn't always read the same textbooks I did."



Dr. Lerose Dhanoa sees herself as a professional listener

What is your area of practice/specialty?

“I am a general practitioner at MediGroup. In simple terms, I’m a professional listener, a part-time detective and a full-time advocate for my patients.”

Why did you choose to focus your practice on your particular specialty?

“To be honest, I realized early on that I don’t stop talking and am far too nose-y in a clinical one-on-one setting. It’s funny because, in public or at big social gatherings, I’m actually quite introverted, which always surprises patients when I tell them.”

“I would be miserable tucked away in a cubicle, lab, scanning room or autopsy suite, no question about it! I used to think I would enjoy acute, walk-in-type medicine, but early in my career, I quickly realized that it doesn’t lend itself to building real relationships.”

“I love finding out what’s going on in people’s lives – where they’re travelling, what their kids are up to, how their aging parents are doing. The small details that make them who they are. I genuinely enjoy the long game of getting to know families over a decade or more and building the kind of trust where we can actually solve problems together. Truly, I find that my patients are my greatest teachers. I often feel I walk away from our visits having learned far more from their life experiences than they could ever learn from me about medicine. That exchange of wisdom is the single greatest – and most enjoyable – part of my job.”

What do you find most satisfying about your work?

“Honestly, it’s the moments when a patient feels comfortable enough to really exhale in my office. There’s a huge amount of satisfaction in knowing that someone doesn’t feel like just another number or a chart.”

“Another thing is, I consider it a profound privilege to be invited into the most intimate details of a person’s life – to be the one they trust with their fears and their milestones. Hearing that a patient feels I care as much as family is the ultimate win – though I do hope my medical advice is slightly more evidence-based than what Uncle Lemi might offer at a BBQ! I’m just grateful I get to play a small part in people’s stories every day.”

The kind of care patients hope for

Dr. Dhanoa’s approach to care reflects what many patients hope for at a medical appointment: the time and attention needed to feel heard, understood and confidently cared for. Beyond clinical expertise and evidence-based care, it is the relationships he builds, appointment by appointment, that define his practice.

As Mark put it, it’s rare to think about your family doctor weeks after an appointment, but that is the kind of positive impact Dr. Dhanoa has on his patients.

About the Shine A Light Program

The AMA's Shine A Light Program allows individual patients or community members to recognize AMA member physicians for the following:

- providing exemplary care that made a difference in a patient's life
- spearheading projects that improve patient and/or community life
- contributing to a high-performing health care system

Do you know a physician who goes above and beyond to care for their patients? You can [nominate them](#) for the Shine A Light Program on the AMA website.